



Participant Guide – PC361: Managing Customer Contracts

State of Kansas



PC361: Managing Customer Contracts

Participant Guide

Statewide Management, Accounting and Reporting Tool



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Course Overview

Course Objectives

Upon completion of the course, you will be able to:

- Create and maintain contracts
- Work with billing and revenue recognition plans
- Manage revenue and contracts billing
- Process prepaid amounts
- Integrate contracts with other SMART modules

Agenda

Today, we will cover the following topics:

- Defining Key Terms for Contracts
- Understanding Contracts Processes
- Integrating Contracts with Projects and Billing
- Understanding Contracts, Milestones, and Amendments
- Creating and Activating a Contract
- Managing a Milestone
- Creating an Amendment
- Understanding Billing and Revenue Recognition Plans
- Understanding Accounting Distributions
- Understanding the Contracts/Billing Interface
- Defining and Associating Prepaid Amounts
- Managing Additional Prepaid Activities
- Setting Up Prepaid Billing
- Setting Up Deferred Revenue Distribution
- Closing a Contract

Participant Notes:

Lesson 1: Understanding Contracts

Objectives

Upon completion of this lesson, you will be able to:

- Define basic contracts terms, including contract, product, billing plan, revenue plan, milestone, amendment, and contract status
- Explain the end-to-end process for contracts and describe how managing contracts fits into the end-to-end process for Projects/Grants
- Explain how Contracts integrates with Projects and Billing
- List roles involved in the contracts process and describe tasks performed by each role

Topic 1: Defining Key Terms for Contracts

- **Contract** – The document related to a grant or sponsored project that defines how the Grantee bills and recognizes revenue from a Sponsor
- **Product** – The goods and services that you sell to your customers on a contract
 - **Amount-Based Products** – Select this type of product if you want to define how much you bill for and when. After you define your contract and add the products that make up your contract, the next step is to allocate the contract's fixed price amount across any eligible amount-based contract lines
 - **Rate-Based Products** – Select this type of product when you want the system to bill as costs are incurred. Rate-based contract lines are priced using SMART Project Costing rate sets and rate plans. Once defined, in most cases, the rate set or rate plan defaults onto the rate-based contract.

Participant Notes:

- **Billing Plan** – Stores the timing of when billing occurs, how bill lines should appear, and what notes should relate to the bill. You can assign contract lines with similar billing requirements to the same billing plan. Each contract has at least one billing plan and a contract may have more than one billing plan.
- **Revenue Plan** – When Customer Contracts manages revenue for a contract line, you associate each contract line with a revenue plan. The revenue plan contains a list of events defining when revenue is recognized for each contract line assigned to that revenue plan.
- **Milestone** – An activity, the completion of which marks an important event in a project. Achieving a milestone can result in sending a bill or recognizing revenue.
- **Amendment** – A contract amendment is any change made to an active contract where you are altering certain obligations and entitlements of the contract. This could include modifications to the data contained in the contract entry component and monetary changes. Using amendment processing, Customer Contracts enables you to maintain an audit trail, as well as a historical record, of certain changes made to the contract throughout its life cycle.
- **Contract Status** – Provides you with a visual indicator of where your contract is within the contract life cycle and it designates when a contract is available for lookup and processing

Topic 2: Understanding Contracts Processes

- Contracts can be created manually using Customer Contracts link or automatically via the Grants module. We will review creating a contract manually. Updates may be made to a contract while the contract is still pending. Once the contract is “active”, updates are made using the amendment process.

Participant Notes:

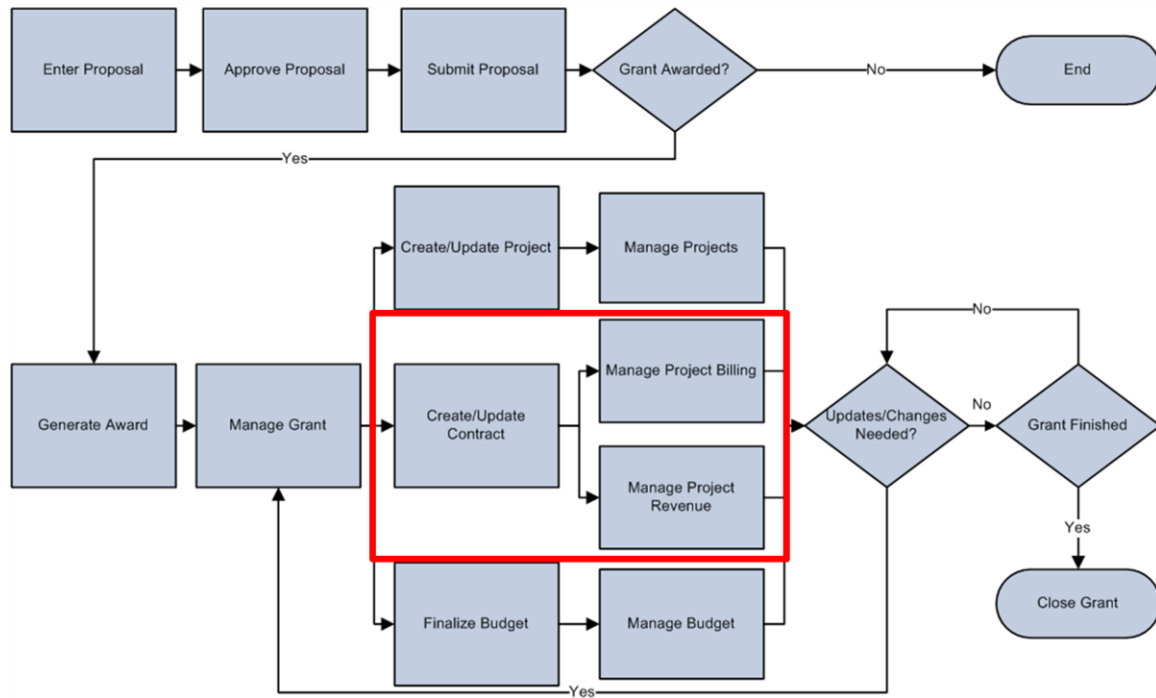


Figure 1. End-to-End Contracts Process

- Customer Contracts is designed to fully integrate with Project Costing, Billing, General Ledger, and Grants

Topic 3: Integrating Contracts with Projects, Billing and General Ledger

- Contracts integrates with Billing and Project Costing, enabling you to generate invoices for all of your contract lines
- Contracts sends billing information for fixed and rate-based contract lines to Billing
- Billing then generates invoices for the contract lines and sends information regarding the invoices back to Contracts and Project Costing

Participant Notes:

- Revenue received from Billing must be entered as deposits within the Accounts Receivable module. This training will be provided separately.

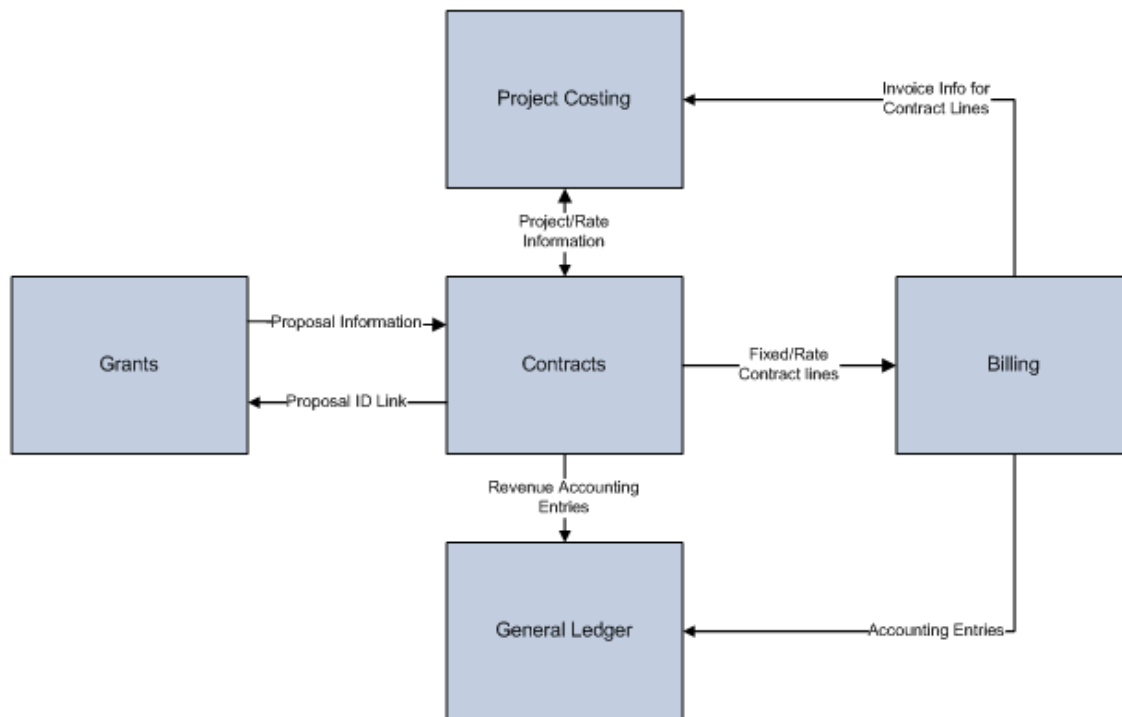


Figure 2. Integrating Customer Contracts Process

Participant Notes:

- There are three roles associated with Customer Contracts

Role	Description
Agency Customer Contracts Manager	This role is responsible for entering, reviewing, and analyzing customer contracts. This role is also responsible for understanding the integration with other SMART modules.
Kansas Customer Contracts Viewer	This role views customer contracts information only
Agency Customer Contracts Maintainer	Maintains configurations to agency-maintained customer contracts tables

Lesson Review

In this lesson, you learned:

- How to define the key terms used in the contracts module
- To describe the processes and activities within contracts, including the roles that work in the contracts module



Additional Resources

The following are additional resources that provide more detail about the topic we have covered:

- SMART Website – Projects/Grants materials
- Sponsor Letter of Credit

Participant Notes:

Lesson 2: Creating and Maintaining Contracts

Objectives

Upon completion of this lesson, you will be able to:

- Explain contracts, milestones, amendments, and products
- Enter and activate contracts
- Create and manage milestones
- Create amendments and understand the amendment process to update the contract
- Explain the Contracts/Billing interface
- Use the billing worksheet

Topic 1: Understanding Contracts, Milestones, and Amendments

- A contract consists of two components, the contract header and the contract lines
 - The contract header contains information relevant to the entire contract
 - A contract line corresponds to an individual product
 - Products represent the way to bill/recognize revenue for the services your agency is providing on the projects associated with the contract. Each product has been named to identify the billing/revenue recognition method associated with the billing and revenue plan templates that default onto the contract when that product is selected.
 - When a product is selected, it becomes a line on the contract. Lines allow the user to allocate the total contract amount (i.e. dollars) to different billing/revenue recognition methods. One

Participant Notes:

contract can have multiple lines if the agency needs to use multiple methods on the same contract.

- For rate-based contract lines, you associate the contract line with project and activity IDs and a rate set or rate plan is defaulted based on the product
- For amount-based contract lines, the system prices the contract line based on the rules that you establish for the product on the billing plan
- Contracts can have a status of “Pending”, “Active”, and “Closed”
- A milestone is a significant event in the life of a contract
 - You can use milestones to control billing or revenue recognition in Customer Contracts. To do that, you need to link the relevant milestones to your contract. Certain products contain contract milestone templates that automatically create milestones when the product is selected. Additional milestones can be added to the contract line, if needed.
- A contract amendment is a change made to an active contract where you modify the original terms and conditions of the contract
 - You make amendments to a contract by using the Amendment Processing feature. This feature enables you to create a new version of an active contract that you can edit and modify. In addition, you can maintain a historical record of the original document
 - Reasons for amending a contract include addition or subtraction of overall contract and contract line amounts, addition of new lines to the contract, and modification of billing and revenue events in “Pending” status
 - Amendments can have a status of “Pending”, “Ready”, “Complete”, or “Cancelled”
 - There is a job aid explaining amendment statuses

Participant Notes:

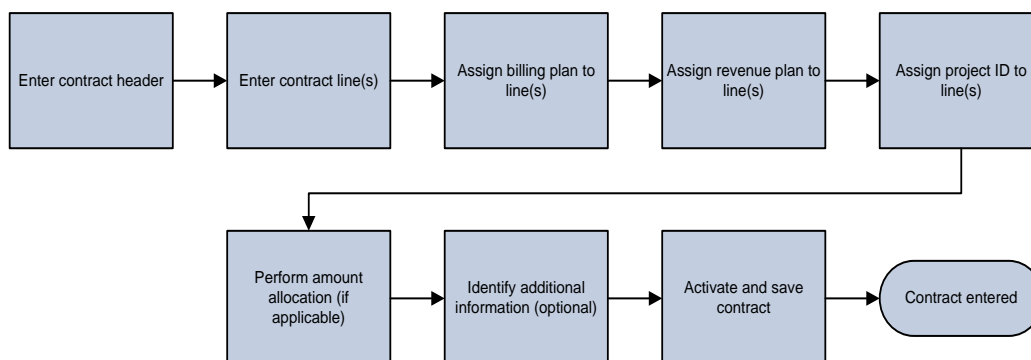


Figure 3. Entering a Contract Process

Topic 2: Creating Contracts

- The contract header serves two primary functions in Customer Contracts:
 - To capture agreement information for a specific contract
 - To provide a simple and flexible format that enables you to tailor the structure of your contracts to match your business model
- Add contract lines, which correspond to the individual products for which you are requesting reimbursement
- After adding contract lines, you must link a project and activity(s) to the contract by applying an existing Project ID and Activity ID(s) or create a new project and activity(s) for the contract. You may add more than one activity to a project.
- Use the **Amount Allocation** page to allocate negotiated amounts to contract lines. This is only applicable to amount-based contract lines.
- Contracts uses the **Accounting Distribution** page to assign the unbilled accounts receivable (AR) accounts for each contract line by defaulting the distribution code
 - For *rate-based* contracts, the distribution code in the **Revenue Forecast** section of the Accounting Distribution page is defaulted, validate that the code is correct

Participant Notes:

- From the **Accounting Distribution** page under the **Revenue** section for an *amount-based* contract the distribution code defaults as AR_REIMB (Grants Reimbursement), users need to click the “Correct History” button and must add a valid chartfield string that will determine what department, fund, budget unit, program and account the contract line will bill to. (Distribution Code will be removed but is tied to the Account field).
- Unbilled AR distribution code and account is always defaulted to the unbilled Account Receivable code for both a rate-based and amount-based contract lines

Distribution Code	Account	Description
AR_REIMB	440100	Grants Reimbursement
AR_UNBILL	130110	Unbilled Account Receivable

Table 1. Distribution Codes

- Because billing and revenue recognition can be managed independently, an account is needed to collect transactions that have not yet been billed or revenue that has not yet been recognized
- The system creates an entry to unbilled AR when revenue is generated and then relieves this account when the bill is finalized in Billing
- A **billing plan** stores the schedule of billing events (when to bill) and the corresponding bill lines (what to bill) for these events. Each contract line product is tied to a billing plan, and you can associate contract lines with similar billing requirements with the same billing plan.
- The billing plan is defaulted based upon the product that is chosen for the contract line

Billing Plan Status	Description
Pending	Default status when you define a new billing plan

Participant Notes:

Billing Plan Status	Description
Ready	Status when the contract is in Active Status
In Progress	Status when the contract is in Active status and billing processes have started
Action Required	Contract line amendment is processed or event is reversed
Cancelled	Entire contract is terminated or contract line dropped
Completed	Once all billing plan events are complete
Recycled	Once the billing event status is marked Recycled
Reversal in Progress	When you initiate the reversal of a billing plan
Reversed	After completing the reversal process

Table 2. Billing Plan Status

- A revenue recognition plan lets you define, administer, and maintain accounting schedules and rules for the products and services under a contract
- The revenue recognition plan is defaulted based on the product chosen for the contract line

Revenue Plan Status	Description
Pending	Default status when you define a new revenue plan
Ready	Status when the contract is in Active Status
In Progress	Status when the contract is in Active status and revenue processes have started
Action Required	Contract line amendment is processed or event is reversed
Cancelled	Entire contract is terminated or contract line dropped
Completed	Once all revenue plan events are complete
Reversal in Progress	When you initiate the reversal of a revenue plan
Reversed	After completing the reversal process

Table 3. Revenue Plan Status

Participant Notes:

Page Name	Navigation
General Information	Customer Contracts>Contracts Center>General Information>General

General

Lines

Contract Number: NEW_CONTRACT
Sold To Customer: US Dept of Health & Human Svcs
*Contract Status: PENDING

Copy From Contract
Add to My Contracts

Description:
Contract Admin: STATE
Region Code:
Contract Type: CONTRACTS
Currency Code: USD
Exchange Rate Type: CRRNT
Contract Signed: 02/25/2010

Processing Status: Pending
Amendment Status
Business Unit: Department of Administration
Contract Classification: Standard
Last Amended:
Last Update Date/Time:
Last Update User ID:

Other Information
Summary of Amounts

Go To:
Billing Plans
Revenue Plans
Milestones
Renewals
Amount Allocation
More

Save
Notify
Add
Update/Display

General | Lines

Figure 4. General Page

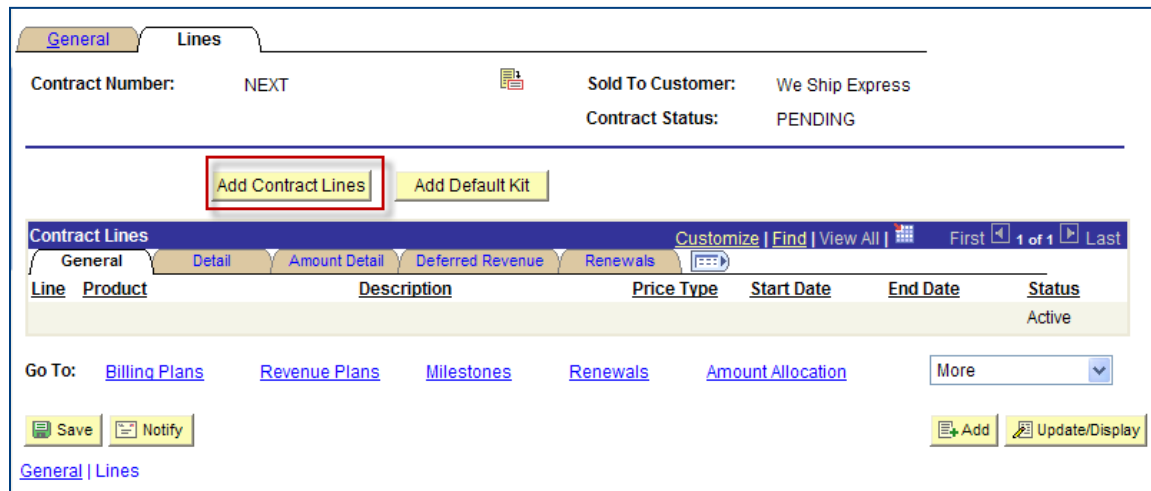
Fields	Description
Description	Enter a description for the contract

Participant Notes:

Fields	Description
Contract Type	Used to categorize types of contracts for reporting purposes and to limit the group of contracts to which milestones can be applied. There are two types (categories of contracts) currently set up: GRANTS and CONTRACTS. This value will default based on whether the contract originated from generating an award from the Grants module, or from direct entry into Customer Contracts.
Contract Status	Displays a value that provides a visual indicator of where the contract is within the contract life cycle

Table 4. General Page

Page Name	Navigation
General Information	Customer Contracts>Contracts Center>General Information>Lines



The screenshot shows the 'Lines' page in the PC361 system. At the top, there are tabs for 'General' and 'Lines'. Below the tabs, the 'Contract Number' is 'NEXT' and the 'Contract Status' is 'PENDING'. The 'Sold To Customer' is 'We Ship Express'. There are two buttons: 'Add Contract Lines' (highlighted with a red box) and 'Add Default Kit'. Below these buttons is a table titled 'Contract Lines' with columns: Line, Product, Description, Price Type, Start Date, End Date, and Status. The table has one row with 'Active' status. Below the table, there are links for 'Go To: Billing Plans, Revenue Plans, Milestones, Renewals, Amount Allocation' and a 'More' dropdown menu. At the bottom, there are buttons for 'Save', 'Notify', 'Add', and 'Update/Display'.

Figure 5. Lines Page

Participant Notes:

General Information

Add Contract Lines

Search

Product Group:

CONTRACTS

Product Kits

Product:

Renewable

Product Description:

Price Type:

Rate

Physical Nature:

Search

Search Results

Customize

General Templates

Product	Description	Price Type	Physical Nature	Product Kit	*Fee Type	Start Date	End Date	Renewable
<input type="checkbox"/> 1 GRANTS_AS_INCURRED	Grants rate-based contract	Rate	Services	N	None	<input type="text"/>	<input type="text"/>	N

☒ Select All
 ☐ Clear All

Create Plans from Template

☒ Billing Plans
 ☒ Revenue Plans
 ☒ Renewal Plans

Combine Like Templates

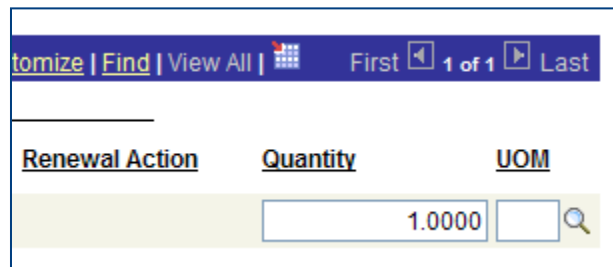
☒ Billing Plans
 ☒ Revenue Plans

Figure 6. Add Contract Page_Search Results Left Side of Page

Fields	Description
Product Group	Select a product group. Product groups are optional but provide a logical grouping of products.
Price Type	Select a price type of Amount, Rate, Percent

Table 5. Lines Tab_Add Contract Page

Participant Notes:



The screenshot shows a search results interface. At the top, there is a navigation bar with links: 'tomize | Find | View All |' followed by a grid icon, 'First', '1 of 1', and 'Last'. Below this, there are three columns: 'Renewal Action', 'Quantity', and 'UOM'. The 'Quantity' column contains a text input field with the value '1.0000' and a magnifying glass icon to its right.

Figure 7. Add Contract Page_Search Results Right Side of Page

Fields	Description
Start Date	Enter a start date for the contract line. The value that you enter here populates onto the Contract – Lines page.
End Date	Enter an end date for the contract line. The value that you enter here populates onto the Contract – Lines page.
Quantity (optional)	Displays the quantity for the product. The system populates this field with 1. If you wish to specify a different quantity, you can enter a new value here.
UOM (optional)	Enter the Unit of Measure (UOM) here for the product

Table 6. Add Contract

Participant Notes:

Page Name	Navigation
Lines	Customer Contracts>Contracts Center>General Information>Lines>Detail tab

General
Lines

Contract Number: GM-000000000000000000011
Sold To Customer: US Dept of Justice
Contract Status: PENDING

Add Contract Lines
Add Default Kit

Contract Lines
Customize | Find | View All

General
Detail
Amount Detail

Line	Product	Billing Plan	Revenue Plan	Contract Terms	Accounting	Internal Notes	Ship to Cu
1	GRANTS_AS_INCURRED	Pending	Pending	Contract Terms	Distribution	Internal Notes	US Dept c

Go To:
Billing Plans
Revenue Plans
Milestones
Renewals
Amount Allocation
More

Save
Return to Search
Notify

General | Lines

Figure 8. Add Contract Lines_Details tab

Participant Notes:

Figure 9. Related Projects page (accessed via the Contract Terms link)

Participant Notes:

Fields	Description
Activity	Choose an existing activity based on the project selected or create a new activity within the project with the Create Activity button

Table 7. Related Projects

Page Name	Navigation
Lines	Customer Contracts>Contracts Center>General Information>Lines>Detail tab



Figure 10. Add Contract Lines_Details Tab

Participant Notes:

Figure 11. Rate-based Accounting Distribution Page

Table 8. Rate-based Accounting Distribution

Version 1.0

Figure 12. Amount-based Accounting Distribution Page

Table 9. Amount-based Accounting Distribution

Version 1.0

Topic 3: Activating Contracts

- Activating a contract indicates that all data for the contract has been entered into the system and has passed system data validation
- A contract must be in “Active” status for any contract element to be available for application engine processing
- Before the processing status for a contract can be set to “Active”, you must perform these activities:
 - For an amount-based contract, set the **Allocation** field to “Complete” on the Amount Allocation page (if rate-based you do not set Allocation to complete)
 - Billing and revenue plans are “Pending” and set to “Ready” at activation
 - Complete all required fields in the **Contract General Information** component

Participant Notes:

Page Name	Navigation
General Information	Customer Contracts>Contracts Center>General Information>Lines>Amount Allocation

Amount Allocation

Contract: GM-0000000000000000000018 Sold To Customer: DOJ US Dept of Justice
Business Unit: 17300 Currency: USD Contract Admin:

Negotiated Amount:	<input type="text"/>	Unallocated Amount:	0.00
Discounts/Surcharges:	0.00	Inclusive Prepays:	0.00
Net Amount:	0.00	Allocation:	Incomplete <input type="button" value="v"/>

Contract Line Pricing

Reprice	Line #	Product	Price Type	Line Status	Quantity	Extended Price	Negotiated Amount	Net Amount
<input type="checkbox"/>	1	FIXED_AMT_IMMD	Amount	Active	1.0000	0.00	0.00	0.00

☒ Select All ☐ Clear All

Line Totals

Negotiated Amt:	0.00	Discounts/Surcharges:	0.00
-----------------	------	-----------------------	------

[Return to General Information](#)

Figure 13. Amount Allocation Page (for amount-based contracts only)


Fields	Description
Negotiated Amount	Enter the amount of the contract. Must be entered in both fields
Allocation	In order for an amount-based contract's status to be ACTIVE this field must be set to "Complete". Either manually change from the drop-down menu or click the Recalculate button.

Table 10. Amount Allocation Page

Participant Notes:


Page Name	Navigation
General Information	Customer Contracts>Contracts Center>General Information>Lines>Detail

General **Lines**

Contract Number: NEXT  Sold To Customer: Office of Elem & Secondary Educ
Contract Status: PENDING

[Add Contract Lines](#) [Add Default Kit](#)

Contract Lines [Customize](#) | [Find](#) | [View](#)

General **Detail** **Amount Detail** 

Line	Product	Billing Plan	Revenue Plan	Contract Terms	Accounting	Internal Notes
1	TESTRT	Pending	Pending	Contract Terms	Distribution	Internal Notes

Go To: [Billing Plans](#) [Revenue Plans](#) [Milestones](#) [Renewals](#) [Amount Allocation](#) [More](#)

[Save](#) [Notify](#)

[General](#) | [Lines](#)

Figure 14. Lines Page_Detail Tab

[New Window](#) | [Help](#) | [Customize](#)

Billing Plan General **Events** **Tax Parameters** **History**

Contract: GM-000000138 BI Unit: 01200
Sold To Customer: 0000000003 Office of Elem & Secondary Educ Bill To: 0000000001 Special Education and Rehabilitative
Billing Plan: B101 As-incurred Rev/Bill Plan Currency: USD



Description: As-incurred Rev/Bill Plan *Billing Status: Pending 
Billing Method: As Incurred  ☒ Ready at Activation

Figure 15. Billing Plan General Page

Participant Notes:

Revenue Plan

Revenue Plan

Contract:	GM-000000138	Business Unit:	01200	Currency:	USD
Sold To Customer:	0000000003	Office of Elem & Secondary Educ		GL Business Unit:	01200
Revenue Plan:	R101			GL Currency:	USD

Description: As-incurred Rev/Bill Plan

Recognition Method: As Incurred

Define Events By
[Add Milestone](#)

*Plan Status: Pending ▼

☒ Ready at Activation

Figure 16. Revenue Plan page



Walkthrough/Activity

We will now complete a walkthrough using a UPK simulation: Creating Rate-Based Contracts.



Walkthrough/Activity

We will now complete a walkthrough using a UPK simulation: Creating Amount-Based Contracts.

Participant Notes:



Walkthrough/Activity

We will now complete Activity 1: Creating and Activating Contracts in your Activity Guide.

Topic 4: Managing Contract Milestones

- Milestones can be added to a contract to trigger billing or revenue recognition on amount-based contracts
- You must set the milestone status field to “Ready” before the system can perform any processing against it. After the system processes a “Ready” milestone and confirms that the required conditions are met, the system changes the milestone status from “Ready” to “Completed” and no longer allows changes. When you enter a milestone, the milestone status is “Pending” by default.
- Depending on the product chosen for the contract a milestone will be automatically created and the user must update the billing and revenue events to match as well as completing milestone information. A job aid has been provided for these steps.
- There are several types of Milestone templates to choose from
- The Milestone Processing Application Engine runs as a batch process and updates milestone condition statuses from “Ready” to “Completed” for Milestone, Date, and SQL type conditions meeting the parameter criteria that you specify

Page Name	Navigation
Create Milestones	Customer Contracts>Create and Amend>Create Milestones

Participant Notes:

Contract Number:	GM-000000136	Description:	Testing
Amendment Number:		Contract Type:	GRANTS
Business Unit:	Labor	Contract Classification	Standard
Sold To Customer:	Department of Justice	Contract Status:	PENDING
Contract Admin:	Labor	Processing Status:	Pending
Currency Code:	USD		

Save
Return to Search
Previous in List
Next in List
Refresh

Figure 17. Create Milestones

Participant Notes:

Contract Number: GM-000000136 Amendment Number: Business Unit: Labor Sold To Customer: Department of Justice Contract Admin: Labor Currency Code: USD	Description: Testing Contract Type: GRANTS Contract Classification: Standard Contract Status: PENDING Processing Status: Pending
--	---

Left | Right

○
- Date

●
Date

Milestones

Milestone Template:
DATE

***Description:**

***Milestone Status:** Pending

***# of Req'd Conditions:** All

Estimated Completion Date:

Completion Date:


Milestone Conditions			View All	First	1 of 1	Last
Description	Type	Condition Status				
Date	Date	Ready				

Figure 18. Milestone Page

Participant Notes:

Contract Number: GM-000000136 Amendment Number: Business Unit: Labor Sold To Customer: Department of Justice Contract Admin: Labor Currency Code: USD	Description: Testing Contract Type: GRANTS Contract Classification: Standard Contract Status: PENDING Processing Status: Pending
--	---










Milestone Conditions

Description:	<input type="text" value="Date"/>
Condition Status:	Ready
*Type:	<input type="text" value="Date"/> 
Completion Date:	<input type="text" value="10/09/2009"/> 

Left | Right
 ○ 1 - Date
 ● Date

Figure 19. Milestone Conditions Page

Fields	Description
Add Milestone 	Click the Add Milestone button to add a milestone template to the contract. The milestone template populates the Milestone page with predetermined values and milestone conditions for the contract. You can change the values, conditions
Add Condition 	Click the Add Condition button to add a milestone condition to the selected milestone. You must have an existing milestone to add a milestone condition.
Delete 	Click the Delete button to delete the selected milestone or milestone condition
Refresh 	Click the Refresh button to refresh the Milestone page. If you have changed any milestone templates, refreshing the page updates the names of milestone and milestone conditions in the milestone tree.

Participant Notes:



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Fields	Description
Description	Accept the default description or enter a contract-specific description. This enables you to easily take a generic milestone description and make it specific
Milestone Status	Select a milestone status. Values are: <ul style="list-style-type: none">• Pending - Milestones are not processed by the Milestone Processing Application Engine• Ready - Milestones are eligible for processing by the Milestone Processing Application Engine• Completed - The Milestone Processing Application Engine updates the milestone status to <i>Completed</i> after its conditions are met• Cancelled - Cancel a milestone by manually setting the milestone status to cancelled
Type	Select a milestone condition type of <i>Date</i> , <i>Milestone</i> , <i>SQL</i> , or <i>User Initiated</i>

Participant Notes:

Fields	Description
Completion Date	<p>For <i>Date</i> milestone condition types, enter the completion date. The milestone condition is complete when the system date reaches the completion date.</p> <p>For <i>User Initiated</i> milestone condition types, the completion date is an optional field. The milestone condition is complete when you click the Mark Complete button. If you do not specify a completion date prior to selecting the Mark Complete button, when you select Mark Complete, the system records the completion date as the current date.</p>
Estimated Completion Date	<p>(Optional) Enter an estimated completion date. This date has no effect on milestone processing. The field is available for milestones with <i>User Initiated</i> and <i>SQL</i> milestone condition types.</p>
Mark Complete	<p>Click to manually set the status of a <i>User Initiated</i> milestone condition type to <i>Completed</i>. This field is available only for <i>User Initiated</i> milestone condition types.</p>

Table 11. Milestone and Conditions Page Table



Walkthrough/Activity

We will now complete Activity 2: Managing Contract Milestones in your Activity Guide.

Participant Notes:

Topic 5: Creating Amendments

- A contract amendment is a change made to an active contract where you modify the original terms and conditions of the contract
- Use the Amendments page to enter the initial amendment details when you first begin an amendment
- Use the Amendment Amount Allocation page to allocate the amended negotiated change amounts for *amount-based* contracts to the amended contract lines
- After you finish entering amendment data, set the amendment status to “Ready”
- If the amendment’s process date is less than or equal to the amendment processing run date, the amendment is eligible to be applied to the contract.
- When an amendment is processed, the system sets the amendments status to completed, and the values that you specified for that amendment become the current active contract values

Amendment Type	Description
CANC	Cancellation
RNEG	Renegotiation
SCHG	Scope Change
OTHR	Other
ACTV	Contract Activation

Table 12. Amendment Types

Amendment Reason	Description
ADD	Additional Purchase
CSSN	Concession
ERR	Data entry error
SCOP	Scope Change
OTHR	Other Reason

Table 13. Amendment Reasons

Participant Notes:

Page Name	Navigation
Amendments	Customer Contracts>Create and Amend>Amendments

General
Lines
Amendments

Contract Number: GM-000000136

Pending Amendment: 0000000001

Sold To Customer: Department of Justice

Contract Status: ACTIVE

View Current

Amendments
Customize | Find | View All | First 1-2 of 2 Last

General
Statistics
Amended Amounts
Misc.

Amendment	Amendment Type	Reason	Process Date	Amendment Status	Detail	Review notes
0000000001	<div style="border: 1px solid black; width: 100px; height: 20px;"></div>	<div style="border: 1px solid black; width: 100px; height: 20px;"></div>	10/07/2009	Pending	Detail	Review notes

Go To: [Billing Plans](#) [Revenue Plans](#) [Milestones](#) [Renewals](#) [Amount Allocation](#) More

Save
Return to Search
Notify

Add
Update/Display

[General](#) | [Lines](#) | [Amendments](#)

Figure 20. Amendments Page

Fields	Description
Amendment Type	<p>Displays an amendment type, which is a high-level indicator that enables you to create categories of amendments.</p> <p>Note: This field is informational only. No processing is keyed from it.</p>

Participant Notes:

Fields	Description
Reason	Displays an amendment reason, which provides viewers with a quick reference as to why an amendment was initiated. Note: This field is for informational purposes only. No processing is keyed from it.
Detail (Link)	Takes you to the Amendment Details page

Table 14. Amendments Page

Page Name	Navigation
Amendments Details	Customer Contracts>Create and Amend>Amendments>Details (Link)

Amendment Details

Contract: GM-000000137 Amendment Number: 0000000001

Amendment Type: Other

Negotiated Amount: 0.00

*Amend Status: Pending

Amendment Reason: Additional Purc

Cancelled Negotiated Amount:

Net Change
0.00

*Process Date: 03/09/2010

Discount / Surcharge: 0.00

Allocation: *Allocation Not Complete

Cancelled Discount Amount:

Reference ID: User Ref #1: User Ref #2:

Amendment Components

Customize | Find | View All | First | 1 of 1 | Last

Component	Amend Ref #1	Label Fieldname	Edit Type	Old Value	New Value
1					

[Amendment Amount Allocation](#) [Internal Notes](#)
[Return to General Information](#)

Save Return to Search Notify

Figure 21. Amendment Details Page

Participant Notes:

Fields	Description
Amend Status	Displays the current amendment status

Table 15. Amendment Details

Page Name	Navigation
Amendments Amount Allocation	Customer Contracts>Create and Amend>Amendments>Details (Link)>Amendment Amount Allocation (link)

Amendment Amount Allocation

Contract: GM-000000137 Amendment: 0000000001
 Business Unit: 17300 Currency: USD Amendment Type: Other
 Sold To: DOJ US Dept of Justice Amendment Reason: Additional Purchase

Adjustment Amount: Unallocated Adjustment Amount:
 Discount / Surcharge:
 Net Change: Allocation:

Contract Line Pricing

Reprice	Line #	Current Amount	Negotiated Amount	Adjustment Amount	Adjust Billing Retroactively	Adjust Revenue Retroactively	Reverse Amounts	Discount/Surcharge Adjustment	Net Amount
<input type="checkbox"/>	1	35,000.00	36,000.00	1,000.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0.00	36,000.00

☒ Select All ☐ Clear All

Line Totals

Adjustment Amount:	1,000.00	Discounts/Surcharges:	0.00
--------------------	----------	-----------------------	------

[Return to Amendment Details](#)

Figure 22. Amendment Amount Allocation page

Participant Notes:

Fields	Description
Adjustment Amount	Displays the total amendment amount. This total can be an amount increase or decrease. The amount in this field must equal the sum of the Adjustment Amount values for all contract lines before you can select <i>Complete</i> in the Allocation field.
Recalculate Button	When you click Recalculate, the system calculates the adjustment amount by summing the gross amounts that you have allocated to the individual contract lines.

Table 16. Amendment Amount Allocation



Walkthrough/Activity

We will now complete Activity 3: Creating Amendments in your Activity Guide.



Walkthrough/Activity

We will now complete Activity 4: Maintaining Contracts in your Activity Guide.

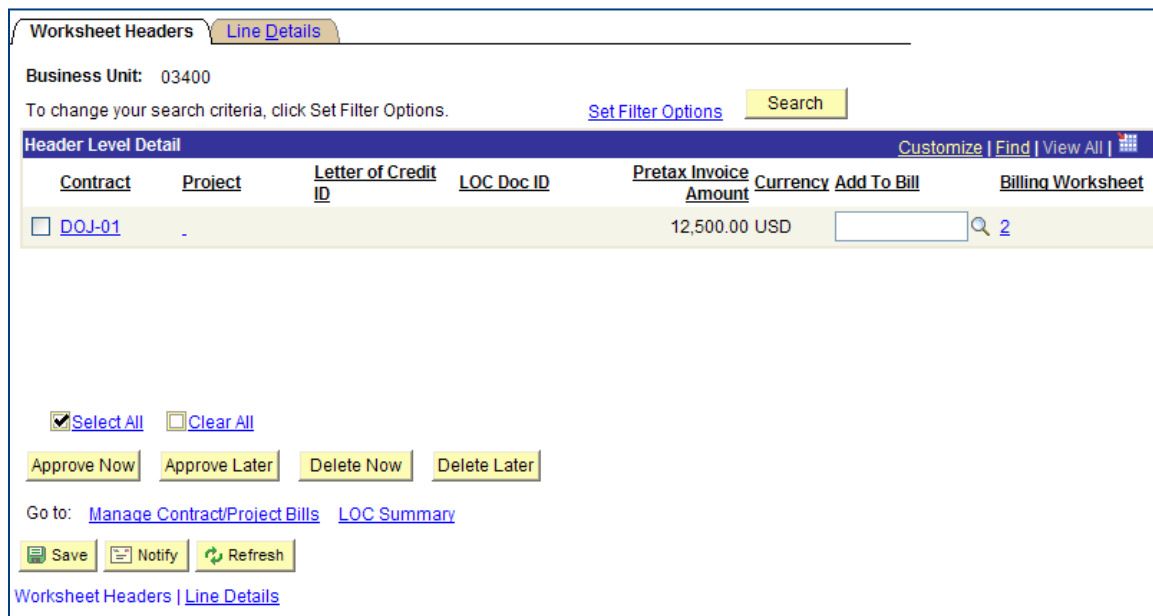
Topic 6: Understanding the Contracts/Billing Interface

- Once costs are collected in Project Costing during the nightly batch process, BIL (Billable) rows are created for all reimbursable project-related expenditures for projects that are tied to a contract line
- An Interface ID is created and used by the billing interface to process the bills into temporary invoices that are sent to the billing worksheet for agency approval
- The temporary bills in the billing worksheet must be reviewed and approved before they can be generated into an actual invoice and sent through billing
- Bills can be approved at a header or line level. Any price changes are done at the line level detail.

Participant Notes:

- If a price is updated and once the bill is approved the price difference is recorded as a BAJ (Billing Adjustment). The ACT (Actual Cost) and BIL lines will be for the original invoiced amount and BAJ makes up the corrected amount.


Page Name	Navigation
Worksheet Headers	Billing>Manage Billing Worksheet>Update Billing Worksheet



Worksheet Headers | [Line Details](#)

Business Unit: 03400

To change your search criteria, click [Set Filter Options](#) [Search](#)

Header Level Detail [Customize](#) | [Find](#) | [View All](#) | 

Contract	Project	Letter of Credit ID	LOC Doc ID	Pretax Invoice Amount	Currency	Add To Bill	Billing Worksheet
<input type="checkbox"/> DOJ-01	.			12,500.00	USD	<input type="text"/>	2

☒ [Select All](#) ☐ [Clear All](#)

[Approve Now](#) [Approve Later](#) [Delete Now](#) [Delete Later](#)

Go to: [Manage Contract/Project Bills](#) [LOC Summary](#)

[Save](#) [Notify](#) [Refresh](#)

[Worksheet Headers](#) | [Line Details](#)

Figure 23. Worksheet Headers Page

Fields	Description
Approve Now	Click this button to approve the selected billing worksheets and to create a regular invoice

Participant Notes:

Fields	Description
Approve Later	Click this button to indicate that the selected billing worksheets are to be approved when the Billing Worksheet Batch Update process runs in approval mode
Delete Now	Click this button to delete the selected billing worksheets
Delete Later	Click this button to indicate that the selected billing worksheets are to be deleted when the Billing Worksheet Batch Update (BI_WRKSHTUPD) process runs in deletion mode

Table 17. Worksheet Header

[Worksheet Headers](#)
[Line Details](#)

Header Level Detail
[Find](#) | [View All](#)
First Last

Business Unit: 00800 Contract: TRUCKS Letter of CR:
Billing: TMP-00000025 Project: LOC Doc ID:
Worksheet: Customer: HHS Gross Billable Amount:
[Bill Header](#) 10,000.00 USD

Line Level Detail
[Customize](#) | [Find](#) | [View All](#)
First Last

[General](#)
[Services](#)
[Contract/Project](#)

Sequence	Analysis Type	Billing Option	Defer Date	Description	Gross Extended	Less Discount	Net Extended	View Details
1 BIL		Bill		Grants Billing	2,000.00	0.00	2,000.00	
2 BIL		Bill		Grants Billing	4,000.00	0.00	4,000.00	
3 BIL		Bill		Grants Billing	2,000.00	0.00	2,000.00	
4 BIL		Bill		Grants Billing	2,000.00	0.00	2,000.00	

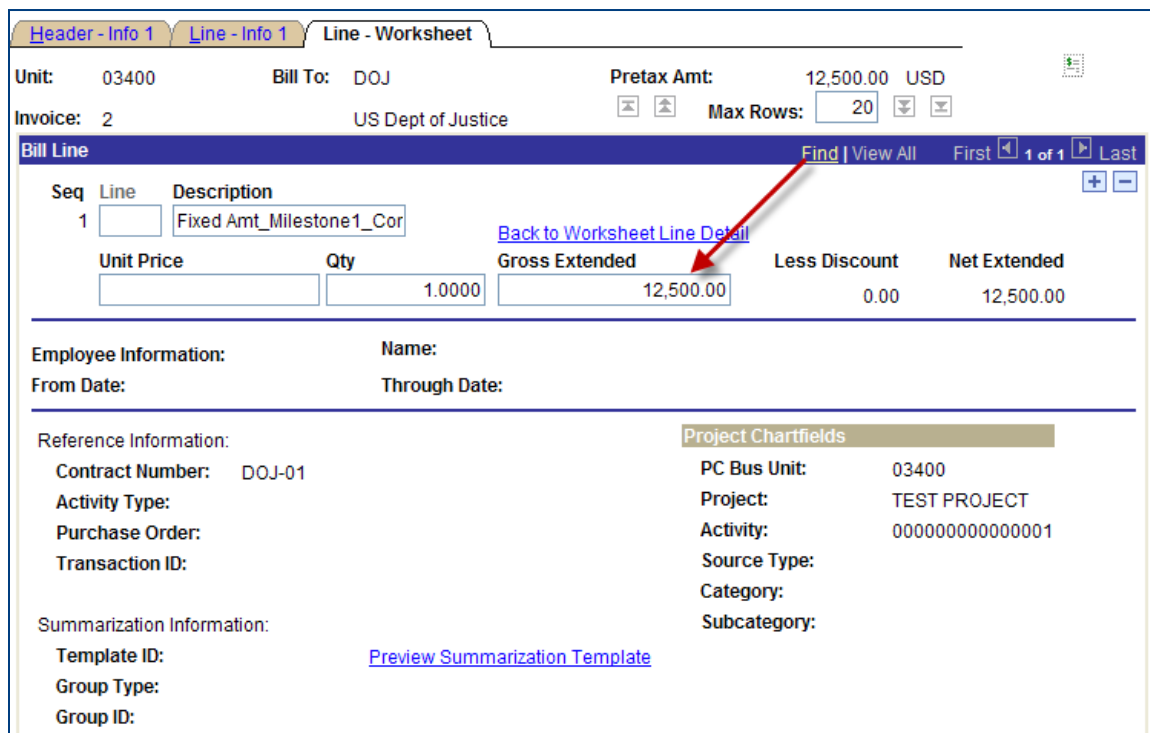
[Worksheet Headers](#) | [Line Details](#)

Figure 24. Line Level Details

Participant Notes:

Fields	Description
Billing Option	Choose how to handle the BIL transaction. Bill, Defer, Delete, Mark as Over the Limit, or Write Off
Defer Date	Date that the bill is deferred to
View Details Link	Click this button to navigate to the Standard Billing - Line Worksheet page, where you can review the bill line information and make changes

Table 18. Line Level Details



The screenshot shows the 'Line - Worksheet' tab in the PC361 application. At the top, there are tabs for 'Header - Info 1', 'Line - Info 1', and 'Line - Worksheet'. Below the tabs, the following information is displayed:

- Unit:** 03400 **Bill To:** DOJ **Pretax Amt:** 12,500.00 USD
- Invoice:** 2 **US Dept of Justice** **Max Rows:** 20

The 'Bill Line' section shows a table with the following data:

Seq	Line	Description	Unit Price	Qty	Gross Extended	Less Discount	Net Extended
1		Fixed Amt_Milestone1_Cor		1.0000	12,500.00	0.00	12,500.00

Below the table, there are sections for 'Employee Information', 'Reference Information', and 'Summarization Information'. The 'Reference Information' section includes fields for Contract Number (DOJ-01), Activity Type, Purchase Order, and Transaction ID. The 'Summarization Information' section includes fields for Template ID, Group Type, and Group ID. The 'Project Chartfields' section includes fields for PC Bus Unit (03400), Project (TEST PROJECT), Activity (0000000000000001), Source Type, Category, and Subcategory.

Figure 25. Line Level

Participant Notes:

Fields	Description
Gross Extended	Displays the total gross extended amount for the bill line. Make any updates to the price in this field.

Table 17. Line Level Information



Walkthrough/Activity

We will now complete Activity 5: Understanding the Contracts/Billing Interface in your Activity Guide.

Lesson Review

In this lesson, you learned:

- How to manually create and activate a contract
- How to manage contract-specific milestones
- How to update a contract using amendments
- How to approve bills through the billing worksheet



Additional Resources

The following are additional resources that provide more detail about the topic we have covered:

- SMART Website – Projects/Grants materials
- Job Aid - Milestones
- Job Aid – Milestones and Billing Events
- Job Aid – Amendment Statuses
- Job Aid – Product Listing

Participant Notes:



PC361: Managing Customer Contracts Participant Guide

Statewide Management, Accounting and Reporting Tool



Lesson 3: Processing Prepaid Amounts

Objectives

Upon completion of this lesson, you will be able to:

- Define a prepaid amount and associate it with a contract
- Define utilization criteria and review prepaid utilization history and prepaid activity for a contract
- Set up prepaid billing and deferred revenue distribution for a contract

Participant Notes:

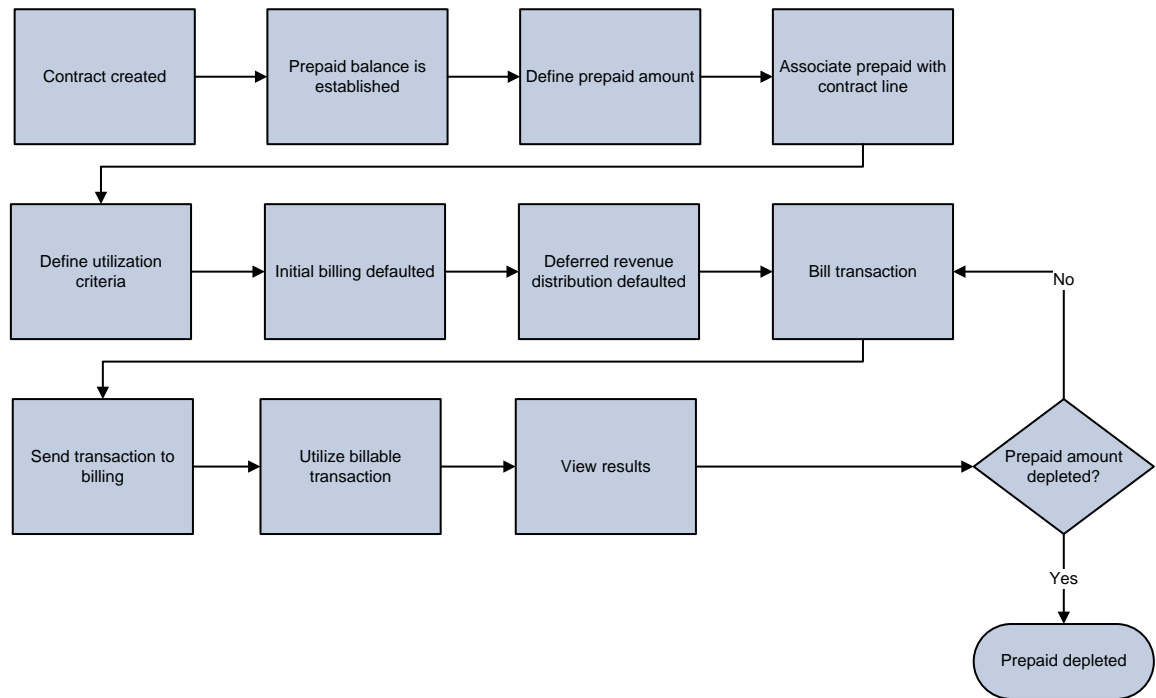


Figure 26. Prepaid Lifecycle Process

Topic 1: Understanding Prepaids

- Customers (Grant/Project sponsors) can prepay for rate-based goods and services. The prepaid amount can be applied to one or more rate-based contract lines. In addition, the amount can be used against all or a portion of the billing activity for the applicable contract lines.
- Prepaids have two components: the initial prepaid billing and the utilization of the prepaid balance. Both components have accounting requirements associated with them.
- When setting up the prepayment, the deferred revenue accounting distribution to which the initial prepayment amount is to be booked will default. This accounting

Participant Notes:

distribution is passed to Billing. After finalization, Billing creates an accounting entry to debit billed accounts receivable (AR) and credit deferred revenue.

- Prepaids will be used to aid in drawing down money (billing a sponsor) when you need to have the Federal funds in advance of the expenditure.
- The Prepaid Drawdown Request Report is available to view this information through the following navigation: *Project Costing>Interactive Reports>Prepaid Drawdown Request Report*

Topic 2: Defining and Associating Prepaid Amounts

- The prepaid amount may be applied to one or more rate-based contract lines
- The prepaid amount may be used against all or a portion of the billing activity for the applicable contract lines
- When adding a prepaid amount to a contract, the system looks for the purchased, remaining, and committed amounts associated with the prepaid balance
- Note: In addition to the navigations below, the **Prepaid** page can be accessed directly from the contract creation page, by selecting Prepaids in the drop down box labeled "More"

Page Name	Navigation
Prepaids	Customer Contracts>Determine Price and Terms>Prepaid Balances

Participant Notes:

Prepays **Audit History**

Contract: GM-000000138 Sold To Customer: 0000000003
 Contract Status: ACTIVE Customer Name: Office of Elem & Secondary Educ

Contract Prepaid Totals	
Purchased Amount:	0.00
Remaining Amount:	0.00
Committed Amount:	0.00

Prepays for this Contract

General		Utilization	Initial Billing	Deferred Revenue Distribution	Customize Find		First	1 of 1	Last
Status	Hold	Purchased Amount	Remaining Amount	Committed Amount	Expiration Date	Depleted Date			
1 Pending	<input type="checkbox"/>	0.00	0.00	0.00					

Go To: [Billing Plans](#)
[Return to Determine Price and Terms](#)

Save Return to Search Notify Previous tab Next tab

Prepays | [Audit History](#)

Figure 27. Prepays Page_General Tab

Topic 3: Managing Additional Prepaid Activities

- The actual utilization of the prepaid balance is based on the billing rows that are collected in Project Costing
- All projects or activities associated with a contract line are subject to utilization unless a specific project or activity is defined on the Utilization Criteria page
- If there is more than one contract line, you can choose the “Utilize Against All Lines” selection to apply the prepaid amount on the Prepays Page. You may also choose a specific contract line to apply the prepaid amount.
- After you enter a prepaid balance onto a contract, you can use the audit log to track when the status changes to “Ready”, when the prepaid balance is placed on hold, or when the use sequence number is changed

Participant Notes:

- You can view the utilization history for each prepaid amount use sequence, including the utilization amounts that have been finalized in Billing and sent to Project Costing

Page Name	Navigation
Utilization Criteria	Customer Contracts>Determine Price and Terms>Prepaid Utilization Rules

Utilization Criteria

Utilization History

Contract: GM-000000138
Sold To Customer: 0000000003
Contract Status: ACTIVE
Customer Name: Office of Elem & Secondry Educ

Prepaid Use Sequence: 1
Utilization Description: PPD Bal#1 of Contr# GM-0000001
Expiration Date: 10/30/09
Use only for Contract Line:: 1

Prepaid Sequence Totals	
Purchased Amount:	20,000.00
Remaining Amount:	20,000.00
Committed Amount:	0.00

Balance Utilization Controls - Use % for Wildcard
Customize | Find | View All | First 1 of 1 Last

Line Num	PC Bus Unit	Project	Activity	Analysis Type	Source Type	Category	Subcategory
1				BIL			

Figure 28. Utilization Criteria Page

Participant Notes:

Fields	Description
PC Bus Unit	Select a Project Costing business unit for this contract line
Project	Select to limit the projects to which the system can apply the prepaid amount. The list contains all projects for the selected Projects business unit linked to this contract line.
Activity	Associate the contract line with a an activity ID defined for the project that you selected

Table 18. Utilization Criteria

Prepays **Audit History**

Contract: GM-000000138 Sold To Customer: 0000000003
Contract Status: ACTIVE Customer Name: Office of Elem & Secondary Educ

Contract Prepaid Totals	
Purchased Amount:	20,000.00
Remaining Amount:	20,000.00
Committed Amount:	0.00

Prepays for this Contract [Customize](#) [Find](#) [First](#) 1-2 of 2



General **Utilization** **Initial Billing** **Deferred Revenue Distribution**

Use	Utilize Against all	Contract Line Num	Utilization Descr for Billing
Sequence	Lines		
1	<input checked="" type="checkbox"/>	1	PPD Bal#1 of Contr# GM-0000001 Utilization Criteria
2	<input type="checkbox"/>	2	PPD Bal#2 of Contr# GM-0000001 Utilization Criteria

Go To: [Billing Plans](#)
[Return to General Information](#)

Figure 29. Prepays Page_Utilization Tab

Participant Notes:

Fields	Description
(prepaid sequence number)	Contracts can contain multiple prepaid amounts. When adding a prepaid amount to a contract, the system assigns a prepaid sequence number to that prepaid amount. The contract number and contract prepaid sequence make up the unique key of the prepaid sequence table.
(move item use sequence up) 	Click to increase the Use Sequence number of a prepaid. The prepaid must be in a <i>Ready</i> status for it to be moved.
(move item use sequence down) 	Click to decrease the Use Sequence number of a prepaid. The prepaid must be in a <i>Ready</i> status for it to be moved.
Use Sequence	Displays the use sequence number. If multiple prepaid amounts are associated with the same billable activity, the system uses this value to determine which prepaid amount is depleted first. The system processes the prepaids in order of lowest to highest.
Utilize Against All Lines	Select if this prepaid amount should be applied against all rate-based lines on this contract
Contract Line Num	Select a contract line number to apply this prepaid amount against a specific rate-based contract line.
Utilization Descr for Billing	You can accept this description or enter a custom description. This description is used on the utilization line that is included in the bill.

Participant Notes:

Fields	Description
Utilization Criteria	Click to access the Utilization Criteria component, where you can define the specific projects transactions against which this prepaid amount can be applied and where you can view the utilization history for this prepaid amount.

Table 19. Prepaids Page_Utilization Tab

Topic 4: Setting Up Prepaid Billing

- Use the Prepaid – Initial Billing page to associate the Billing Plan Template and Billing Plan Template Detail ID that has been set up for the contract
- The Initial Prepaid Billing process handles the initial prepaid much like a fixed fee contract line
- When using the Prepaid process, the Billing Worksheet is bypassed

Page Name	Navigation
Prepaids	Customer Contracts>Determine Price and Terms>Prepaid Balances

Participant Notes:

Prepays **Audit History**

Contract: PREPAID CONTRACT - 01 Sold To Customer: DOJ
Contract Status: PENDING Customer Name: US Dept of Justice

Contract Prepaid Totals	
Purchased Amount:	0.00
Remaining Amount:	0.00
Committed Amount:	0.00

Prepays for this Contract Customize | Find | First 1 of 1 Last

General Utilization **Initial Billing** Deferred Revenue Distribution

Description	Billing Plan Template	Bill Plan Detail Template ID	Purchase Order Reference	Prepaid Tax Timing
1	IMMEDIATE	PREPAID		Tax on Initial Bill

Go To: [Billing Plans](#)
[Return to General Information](#)

Save Return to Search Notify Previous tab Next tab

Prepays | [Audit History](#)

Figure 30. Prepays Page_Initial Billing

Fields	Description
Billing Plan Template	Defaults to IMMEDIATE
Billing Plan Detail Template ID	Defaults to PREPAID
Prepaid Tax Timing	Defaults to Tax on Initial Bill

Table 20. Initial Billing

Topic 5: Setting Up Deferred Revenue Distribution

- Deferred Revenue Distribution page is used to establish deferred revenue chartfields for the prepaid balance amounts. A valid chartfield string must be entered.

Participant Notes:

- For each fixed-amount contract line, the deferred revenue process creates a credit to the deferred revenue account that you specified for that contract line, and a debit to the unbilled AR account that you specified for that contract line

Page Name	Navigation
Prepays	Customer Contracts>Determine Price and Terms>Prepaid Balances

Prepays

Audit History

Contract: PREPAID CONTRACT - 36
Sold To Customer: DOJ
Contract Status: PENDING
Customer Name: US Dept of Justice

Contract Prepaid Totals	
Purchased Amount:	30,000.00
Remaining Amount:	30,000.00
Committed Amount:	0.00

Prepays for this Contract

General
Utilization
Initial Billing
Deferred Revenue Distribution

GL Unit	Distribution Code	Department	Fund Code	Budget Unit	Program Code	Account	Project	Service Location
1 17300	DEF_REV					220505		

Go To: [Billing Plans](#)
[Return to Determine Price and Terms](#)

Save
Return to Search
Notify
Previous tab
Next tab

Prepays | [Audit History](#)

Figure 31. Prepays Page_Deferred Revenue Distribution

Participant Notes:

Fields	Description
Distribution Code	Represents a combination of General Ledger ChartField values (this value defaults)
Department	Enter the Department of the prepaid
Account	Specify the account associated with the deferred distribution (this value defaults)
Fund Code	Specify the fund code associated with the deferred distribution
Bud Unit	Specify the Budget Unit associated with the deferred distribution
Program Code	Specify the Program Code associated with the deferred distribution
Account	Specify the Account associated with the deferred distribution. Defaults based upon the Distribution Code

Table 21. Prepaids Page_Deferred Revenue Distribution

Lesson Review

In this lesson, you learned:

- The explanation of prepaid amounts, including types and processing prepaids
- How to define a prepaid amount and associate it to a contract line
- How to define and view utilization, initial billing, and deferred revenue



Walkthrough/Activity

We will now complete Activity 6: Processing Prepaid Amounts in your Activity Guide.

Participant Notes:



Walkthrough/Activity

We will now complete Activity 7: Processing Prepaid Amounts in your Activity Guide.



Additional Resources

The following are additional resources that provide more detail about the topic we have covered:

- SMART Website – Projects/Grants materials
- Sponsor Letter of Credit

Participant Notes:



PC361: Managing Customer Contracts Participant Guide

Statewide Management, Accounting and Reporting Tool



Lesson 4: Closing Contracts

Objectives

Upon completion of this lesson, you will be able to:

- Close a Contract

Topic 1: Closing Contracts

- Closing a contract requires you to close both the related revenue recognition and billing plans by changing the status to “Completed”
- Open the contract and change the status to “CLOSED”
- For rate-based (as-incurred) contracts, you must change the billing and revenue plan statuses to “Completed” because the system has no way to evaluate when a plan with no amount and no events is complete
- The amount-based contracts billing and revenue plans default to “Completed” once all billing plan events are complete

Participant Notes:

Page Name	Navigation
Billing Plan General	Customer Contracts>Schedule and Process Billing> Define Billing Plan

Contract: CONTRACT-100		BI Unit: 17300	
Sold To Customer: DHHS US Dept of Health & Human Svcs		Bill To: DHHS US Dept of Health & Human Svcs	
Billing Plan: B101 As Incurred		Currency: USD	

Description:

Billing Method:

***Billing Status:** Completed Cancel

Customer Information

BI Unit: Department of Administration

***Bill To Customer:** US Dept of Health & Human Svcs **Addr Num:**

Bill To Contact:

Transaction Options

Bill Currency:

Retainage Options

Items previously held as Retainages

☐ Bill ☐ Write-off ☒ Hold

Billing Options

Bill Type: ☐ Pre Approved [Billing Header Note](#)

Bill Source: ☐ Direct Invoice [Internal Notes](#)

Summarization Template ID:

Purchase Order:

Tolerance Options

Minimum Bill Amount:

☐ Final Bill

Billing Default Overrides

Invoice Form: **Cycle ID:** [View Customer Defaults](#)

Bill By ID: Contract Interface

Payment Method:

Payment Terms:

Billing Inquiry:

Billing Specialist:

Figure 32. Billing Plan General Page

Participant Notes:

Page Name	Navigation
Revenue Plan	Customer Contracts>Schedule and Process Revenue>Define Revenue Plan

Revenue Plan

Revenue Plan

Contract: CONTRACT-100 Business Unit: 17300 Currency: USD
Sold To Customer: DHHS US Dept of Health & Human Svcs GL Business Unit: 17300
Revenue Plan: R101 GL Currency: USD

Description: Plan Status:
Recognition Method: As Incurred ☐ Hold

Figure 33. Revenue Plan Page



Walkthrough/Activity

We will now complete Activity 8: Closing Contracts in your Activity Guide.

Lesson Review

In this lesson, you learned:

- Close a contract

Participant Notes:



PC361: Managing Customer Contracts Participant Guide

Statewide Management, Accounting and Reporting Tool



Additional Resources

The following are additional resources that provide more detail about the topic we have covered:

- SMART Website – Projects/Grants materials
- Sponsor Letter of Credit

Participant Notes: